WORKING MATERIAL 1.2 · CHAPTER 1 — THE VISION OF OWNERSHIP · SETTING: STELLENBOSCH, SOUTH AFRICA

The Certificates on the Wall: What a Small House Already Proves

Source: Francesco Dore, The Helm and the Lens, Volume 9a — The Small Property, subchapter 1.2 (book page 27)

GUIDING QUESTION

What hangs on the wall of your corridor, and which of it could you send a client tomorrow as evidence? And which question would that client have to ask before none of your certificates could help you any more?

1 · Verification Pact: market claims against the standard

Copied from the book. The last column is for your property: what holds here, and how you know it.

What is claimed	Binding?	What actually holds	In our property
Without a certificate you have no management system	No	The standards set requirements for a system; whether it is certified is the house's own decision	
Star grading is quality management	Only partially true	A grading may contain elements, such as complaint handling, never the whole system	
Competence must be proven by certificates	No	Education, training or experience count (7.2); documented information is the evidence	
Training records are only for the authorities	No	They are also evidence of competence under 7.2	
External documents must be identified and controlled	Yes	Required by 7.5.3, wherever they hang	
Every position needs a formal competence profile	No	The ISO handbook advises, as guidance, determining competence by activity or role	
The house must meet every requirement a client sends	No	Under 4.2 it decides which relevant requirements its system addresses	

2 · Common mistakes — a self-check

Tick each mistake you recognise in your own property, and note where it shows.

☐ Answering the certificate question with "no" and nothing else.

☐ Treating a star grading as a management system.

☐ Forgetting mandatory or self-imposed proofs in a drawer until they lapse.

☐ Hanging review plaques beside assessed certificates as if they were equal.

☐ Filing inspection remarks without following them up.

☐ Hiding the gaps, which a client will later find alone.

☐ Assuming competence needs a certificate, when experience counts.

☐ Determining competence by job title instead of by activity.

3 · A Checklist for an Owner's Inventory of Existing Proof

The book's checklist, with a column for your own answer.

Question	Why it matters	Our answer
Is there one list of all our certificates, reports and records?	Nothing can be shown that nobody has found	
Do we know for each what it shows and what it does not?	Overclaiming fails at the first follow-up question	
Is every training record and refresher current?	An expired proof shows the opposite of care	
Is every next due date in the calendar?	Dates without an owner lapse	
Has every remark in the last inspection report been dealt with?	Unresolved remarks return in a sharper tone	
Is a page ready when a client asks about certificates or evidence?	An honest overview beats an embarrassed "no"	

4 · What would show this is working

Questions drawn from the subchapter's reading of the standards and its practical application. Clause numbers in brackets point to the harmonized structure or the standard the subchapter names; where the evidence lives, and the sheets named, are this book's method, not a requirement of any standard.

Question	Where the evidence lives	Seen?
Is every proof the house holds on one list, with issuer, what it shows, valid until and where the original lies (7.5.3)?	The proof list in the folder	☐
Is every next due date in the calendar, with a named person watching it?	The house calendar; the proof list's "next due" column	☐
Has every remark from an inspector or outside visitor been turned into an action and closed (9.1, 10.2)?	The proof list's follow-up line; the record or sheet that closed the remark	☐
Is competence recorded by activity, including experience, not only by certificate (7.2)?	A list of activities with the knowledge each needs; dated, signed briefing sheets	☐
Are items that prove reputation only kept apart from items that prove a system element?	A separate "reputation" line on the proof list	☐
Is there one honest page for clients: what we prove, who checked it, what we are building?	The client page, with its date, beside the proof list	☐

> *What this sheet is not: no management-system standard prescribes this form, and filling it shows conformity with nothing. It is a working aid drawn from the book; the standards' own texts govern the real case, and legal duties are established with competent local expertise. Independent material; not affiliated with or endorsed by ISO or any certification, accreditation or scheme-owning body. The standards' own texts prevail; legal duties must be confirmed locally.*